

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3283

TITLE: POLICY AND INFORMATION MANAGER

GRADE: S-32

DEFINITION:

Under the administrative direction of the Human Services Administration Director, performs responsible administrative and supervisory work in planning, directing and managing the activities of one of two major business areas of the agency (i.e., Information Technology or Financial Management); serves as a member of the management team for the Human Services System; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

The Policy and Information Manager class is utilized for allocation of two County positions which are each responsible for managing one of two major business areas of Human Services Administration. These functional areas are Information Technology and Financial Management.

ILLUSTRATIVE DUTIES:

In each business area:

As a member of the Human Services management team, formulates and administers a comprehensive business area plan to support an integrated Human Services System;
Interprets, formulates and recommends policies and procedures related to assigned business area;
Develops business area goals, objectives and solutions which support agency goals;
Plans, directs, and evaluates all activities of the business area;
Designs, implements and regularly evaluates a team-based model of work in the assigned business management functional area;
Teams with other business area managers in the development and evaluation of project proposals, budgets, requests for proposals for technical partnerships, location planning, development of building configurations, and establishment of positions;
Manages the allocation of resources to various components of the Human Services System based on priorities set by the management team;
Prepares and presents special reports, correspondence and briefings to the Director of Administration, the Human Services Management Team, the Human Services Council, members of the Board of Supervisors, and citizen groups;
Keeps abreast of new developments and technological changes in the assigned business area;
Maintains effective relationships with other business areas and County agencies;
Represents the agency for assigned business area on selected County and State committees;
Acts for the Director in his/her absence.

As Information Technology (IT) Business Area Manager:

Ensures that the benefits of IT are leveraged to maximize the productivity of staff and service delivery;

Oversees the planning, acquisition, allocation, installation, maintenance, troubleshooting, and upgrading of over 80 applications, 1500 microcomputers, seven local area networks and four minicomputers;

Directs multi-agency, multi-disciplinary teams in the life cycle management of simultaneous IT projects;

Oversees response to user support calls (in excess of 3,000 users/200 calls per day);

Coordinates all agency IT operations with Department of Information Technology (DIT) staff;

Plans, organizes, and manages all Human Services IT staff, DIT staff deployed to Human Services and contract staff.

As Financial Management Business Area Manager:

Plans, directs, and coordinated the work of the Human Services System's financial management activities to include budgeting, forecasting, revenue collection, payment, and financial reporting;

Oversees the preparation and submission of annual budgets totaling at least \$350 million to County, state and federal agencies and other grantors;

Organizes and coordinates the work of multiple project teams responsible for designing financial processes and for conducting research and special studies in such areas as fee policy, billing, resource allocation formulae, and benchmark performance standards;

Monitors the annual collection and processing of more than \$100 million in revenue;

Oversees the issuance of benefit payments and payments to vendors for purchases services in excess of \$100 million annually; and

Assures that current and proposed financial policies and practices comply with all applicable state and federal laws and regulations and generally accepted accounting principles.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

For each Business Area Manager:

Considerable knowledge of the principles, methods, and problems of organization, management, and public administration, and ability to apply them effectively in diverse situations;

Knowledge of business process redesign methodologies;

Effective oral and written communication skills;

Ability to translate strategic business plans into strategic operation plans and staffing structures for the assigned business area;

Ability to develop, monitor and evaluate operation policies and procedures;

Ability to interpret and adhere to complex federal, state and County regulations and policies involving the assigned business area;

Ability to communicate technical information clearly and concisely, both orally and in writing;

Demonstrated ability to establish and maintain effective working relationships with senior decision-makers, staff, customers and stakeholders;

Ability to manage a large staff effectively (i.e., set goals, organize teams, develop work plans, motivate and mentor staff); and

Ability to identify gaps in staff expertise to effectively recruit and develop training plans for staff.

For the Information Technology (IT) Business Area Manager:

Extensive knowledge of systems analysis and design methodologies;

Knowledge of IT standards and best practices;

Knowledge of the capabilities of IT hardware, particularly file servers, minicomputers and microcomputers;

Knowledge of software applications, specifically operating systems, office automation systems, business application software, and database management systems;

Knowledge of County systems architecture; and

Ability to plan, design and implement automated system.

For the Financial Management Business Area Manager:

Extensive knowledge of federal, state and County budget processes;

Knowledge of the principles and methods of governmental fund accounting;

Knowledge of fee collection policies and revenue projection methodologies; and

Knowledge of funding allocation formulae.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to:

For the Information Technology (IT) Business Area Manager:

Graduation from an accredited four-year college or university with a bachelors degree in computer science, information systems, public administration, business administration, business administration, or a related field; PLUS

Six year of increasingly responsible experience planning, conducting and directing information technology management functions in a government or human services setting. Two years of the required experience must have included responsibility for supervision of professional staff.

For the Financial Management Business Area Manager:

Graduation from an accredited four-year college or university with a bachelors degree in public administration, business administration, finance, human services, or a relater field; PLUS

Six years of increasing responsible experience planning, conducting and directing financial management functions in a government or human services setting. Two years of the required experience must have included responsibility for supervision of professional staff.

In either business area, a Master's degree in an appropriate field may be substituted for one year of the required experience.

CERTIFICATES AND LICENSES REQUIRED:

Not applicable.

REVISED: August 21, 1995

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